

# COMPUTATION OF MEDIAN PERFORMANCE EVALUATION RATING FOR APPOINTED OFFICIALS

Reese Goad, City Manager

	<u>FY19</u>
	Rating
Dailey	5
Bryant	5
Matlow	1.4
Richardson	5
Williams- Cox	4.3
MEDIAN:	5

**KEY:**

Outstanding	4.5 - 5.0
Exceeds expectations	3.5 - 4.4
Meets expectations	2.5 - 3.4
Needs improvement	1.5 - 2.4
Does not meet expectations	0 - 1.4

The FY20 compensation package for general employees and executives provides a 3.0% salary adjustment to employees with a performance evaluation rating of at least "meets expectations."

## Appointed Official Performance Evaluation Form

Appointed Official Name: Reese Goad

Title: City Manager Evaluation Period: October 2018 – September 2019

Current Base Salary: \$230000.010

**Option A:** Evaluate each of the six individual Performance Criterion by entering a **Numeric Score** for each Performance Criterion.

- **Numeric Score** - If you use the **Numeric Score** method, assign a value between 0 and 5 for each criterion. (Refer to the rating scale shown below).
  - Scores may be assigned in tenths (i.e., 2.6, 3.8, 4.5, etc.).
  - Calculate the Overall Numeric Score by averaging the individual criterion scores. The Overall Numeric Score equates to the rating shown for that score in the chart below (i.e., **4.6 = Outstanding; 3.2 = Meets Expectations; 1.9 = Needs Improvement**).

**- OR -**

**Option B:** If evaluating by memorandum, do not evaluate each individual criterion. Instead, enter either an overall **Numeric Score** or overall **Rating ONLY**, based on the chart shown below. The score equates to the rating scale shown below (i.e., **4.6 = Outstanding; 3.2 = Meets Expectations; 1.9 = Needs Improvement**).

Performance Criteria (Refer to attached description of criteria)	<b>Numeric Score</b>	Comments: attach additional sheets as needed
1. Customer Service	5	
2. City Commission Support	5	
3. Leadership	5	
4. General Management	5	
5. Employee Management	5	
6. Financial Management	5	

Overall <b>Numeric Score</b> <b>OR Rating</b>		
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**RATING SCALE:**

**Score** equates to **Rating**

4.5 – 5	O = Outstanding
3.5 – 4.4	EE = Exceeds Expectations
2.5 – 3.4	ME = Meets Expectations
1.5 – 2.4	NI = Needs Improvement
0 – 1.4	DME = Does not Meet Expectation

Areas where I would like to see different performance:

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Areas where I would like to see present performance continued:

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Signature of Elected Official: \_\_\_\_\_

Date: 10/3/19

Name: \_\_\_\_\_

JOHN DAILEY

Title: \_\_\_\_\_

MAYOR

Signature of Appointed Official: \_\_\_\_\_

Date: \_\_\_\_\_

Comments:

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## Appointed Official Performance Evaluation Form

Appointed Official Name: Reese Goad

Title: City Manager Evaluation Period: October 2018 – September 2019

Current Base Salary: \$230,000.010

**Option A:** Evaluate each of the six individual Performance Criterion by entering a **Numeric Score** for each Performance Criterion.

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**- OR -**

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Performance Criteria (Refer to attached description of criteria)	<b>Numeric Score</b>	Comments: attach additional sheets as needed
1. Customer Service	5	
2. City Commission Support	5	
3. Leadership	5	
4. General Management	5	
5. Employee Management	5	
6. Financial Management	5	

Overall <b>Numeric Score</b> <b>OR Rating</b>	5	
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**RATING SCALE:**

**Score** equates to **Rating**

4.5 – 5	O = Outstanding
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Areas where I would like to see different performance:

- Streamline internal processes to support front line services.
- Enhance professional employee development.
- Improve workforce diversity.

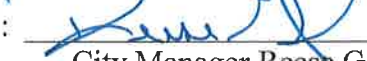
Areas where I would like to see present performance continued:

- Strategic planning and target monitoring.
- Community engagement.
- Community services (TEMPO).

Signature of Elected Official: 

Date: October 15, 2019

Name: Elaine W. Bryant Title: City Commissioner, Seat 1

Signature of Appointed Official:   
City Manager Reese Goad

Date: Oct 17, 19

Comments:

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## Appointed Official Performance Evaluation Form

Appointed Official Name: Reese Goad

Title: City Manager Evaluation Period: October 2018 – September 2019

Current Base Salary: \$230000.010

**Option A:** Evaluate each of the six individual Performance Criterion by entering a **Numeric Score** for each Performance Criterion.

- **Numeric Score** - If you use the **Numeric Score** method, assign a value between 0 and 5 for each criterion. (Refer to the rating scale shown below).
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**- OR -**

**Option B:** If evaluating by memorandum, do not evaluate each individual criterion. Instead, enter either an overall **Numeric Score** or overall **Rating ONLY**, based on the chart shown below. The score equates to the rating scale shown below (i.e., 4.6 = Outstanding; 3.2 = Meets Expectations; 1.9 = Needs Improvement).

Performance Criteria (Refer to attached description of criteria)	Numeric Score	Comments: attach additional sheets as needed
1. Customer Service	5	<p>I have worked closely with Mr. Goad regarding customer service issues from the community and he has worked tirelessly to resolve all issues presented. The most recent request dealt with preparing for FAMU Homecoming weekend and he and staff worked on the issue before to prepare and afterwards to clean up and restore the community around the campus. There are countless other examples of great customer interactions and service. During the hot summer months relief was offered to customers in being able to pay high utility bills over a period without penalty or disconnects. These actions showed a willingness and the propensity to provide optimal customer service.</p> <p>I look forward to continuing to work with Mr. Goad to identify and execute even greater levels of customer service in the upcoming year.</p>

2. City Commission Support	4	<p>I have enjoyed working with Mr. Goad on the many diverse issues that have come before the City Commission. We have often talked about how there are many issues and his philosophy for how to support the need for information to help me make sound decisions. I have challenged information and shared information that I have received from other sources. We have compared information, vetted and shared as needed. There have been very few times that I have asked for something of Mr. Goad and staff and not received it. If I did not receive what I asked for, I was given a very good reason as to why and always offered an alternative.</p> <p>I receive prompt and excellent support from Mr. Goad and his staff in support of the priorities set by the Commission and in my Office's priorities based on the communication received from our community. I provide Mr. Goad with a list of issues and priorities and he has completed many of those items and I look forward to working with him in the upcoming year to complete those that are outstanding and additional items as they are determined.</p>
3. Leadership	4	<p>In my observation, Mr. Goad exemplifies good leadership. Based on what I have seen and heard, his leadership style is situational. Simply put, he leads according to the situation. He has led us through preparation for storms recovery from data breaches, community crime issues and many other challenges that we have faced in the past year. I have listened to staff members who have had to work through some of these issues. What I learned is that he can be very firm if need be to get the job done. I have watched him use his staff resources by assigning lead roles for them and then relying on them to get the job done.</p> <p>There is room for improvement in my opinion</p>

		<p>in this area. I strongly recommend that Mr. Goad seek advanced certification in public management. Certification from a university or institute focused on city or public management could satisfy this recommendation. We have discussed this issue and I look forward to the start and/or completion of this recommendation within the next year.</p>
4. General Management	4	<p>Mr. Goad management style, as mentioned before, is situational. I recognize this style because it is my management style. He has a good command of moving the priorities of the Commission by using members of his staff based on their assignment and expertise. He has his Deputy City Manager and Assistant City Managers who are long-term employees with great institutional knowledge and experience to help with the management of the city. At my recommendation, Mr. Goad is adding departments as the need arises. Two departments that are queued for implementation is the Community Services (to include the TEMPO and TFLA programs) and the Office of Diversity and Inclusion. These two departments are in direct support of what the community needs to regain trust and to move our city forward in eradicating poverty through education and exposure to positive workforce experiences. The diversity and inclusion addition will allow for the city staff to reflect the diverse community that we call home.</p> <p>I look forward to continuing to work with Mr. Goad on this overall management goal, in addition to the continuing training that he has provided for internal staff in the area of diversity.</p>
5. Employee Management	4	<p>Mr. Goad and his management team deals with the challenges of employee management well. There are areas of improvement needed and I have discussed them with Mr. Goad. There are highly skilled employees that we have</p>

		discussed that should be placed in positions that will use the knowledge, skills and abilities that they possess due to the trainings and certifications that they have obtained. I have identified some specific individuals based on information provided by staff who have shared this with me. Mr. Goad has been openly acceptable to making these changes. At my request he had ordered the update of the 2011 Diversity Report so that we can see the areas that need improvement. I have spoken to <i>him</i> specifically regarding making the staff reflect the community in the areas of gender and race. We are continuously working on those aspects and I look forward to continued progress in this area
6. Financial Management	5	Mr. Goad has a complete grasp on the programs and budgeting process. He works with the Assistant City Manager responsible for budgets and the staff to make sure that the city operates without deficit or mismanagement of funds. This year I challenged them to think out of the box and to support funding for programs that were "boots on the ground" and non-conventional to combat crime and poverty in our city. This could only be done with tremendous knowledge of how to be nimble and flexible to devote funding to current needs.
Overall Numeric Score <b>OR Rating</b>	4.3	

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1.5 – 2.4	NI = Needs Improvement
0 – 1.4	DME = Does not Meet Expectation

Areas where I would like to see different performance:

I have noted the areas for improvement in the categories above.

Areas where I would like to see present performance continued:

I have noted the areas for continued performance in the categories above.

Signature of Elected Official: Dianne Williams-Cox Date: 10-22-19  
Name: Dianne Williams-Cox Title: Commissioner  
Signature of Appointed Official: [Signature] Date: 10.22.19

Comments:

I look forward to working with Mr. Goad to move the city forward and to accomplish the priorities set.

It is a pleasure working with you. I enjoy your passion, enthusiasm and leadership. As you have indicated we have made significant progress on key issues. There is a lot of momentum heading into FY20.

Thank you,  
[Signature]

Performance Criteria Description

## Appointed Official Performance Evaluation Form

**Appointed Official Name:** Reese Goad

**Title:** City Manager **Evaluation Period:** October 2018 – September 2019

**Current Base Salary:** \$230000.010

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Performance Criteria (Refer to attached description of criteria)	<b>Numeric Score</b>	Comments: attach additional sheets as needed
1. Customer Service	5	Provides leadership in ensuring the highest level of customer service. Recognized as top 100 "Best Run" cities.
2. City Commission Support	5	Has done an excellent job of assisting with the onboarding of an 80% new Commission. Has established an excellent working relationship.
3. Leadership	5	Along with the leadership team, guided the city through a rough start to the fiscal year. Sets clear vision + direction.
4. General Management	5	The manager and leadership team are very customer and service focused. Shows care and respect for all team members.
5. Employee Management	5	Facilitates teamwork and a sense of family within the organization.
6. Financial Management	5	Developed a balanced budget to meet the needs of a growing community. Did this without a tax increase!

Overall <b>Numeric Score</b> <b>OR Rating</b>	5	
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**RATING SCALE:**

**Score** equates to **Rating**

4.5 – 5

O = Outstanding

3.5 – 4.4

EE = Exceeds Expectations

2.5 – 3.4

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1.5 – 2.4

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DME = Does not Meet Expectation

Areas where I would like to see different performance:

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Areas where I would like to see present performance continued:

Prompt and efficient response to city residents; The great working relationship between the Manger, Leadership team and the Commission.

Signature of Elected Official:



Date: \_\_\_\_\_

Name:

Curtis Richardson

Title:

Commissioner / Mayor Pro Tem

Signature of Appointed Official: \_\_\_\_\_

Date: \_\_\_\_\_

Comments:

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